WAN NETWORK MANAGEMENT
INFORMATION ACCESS

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PURPOSE

To define the policy applied by ITS when allowing non-state entities, who are connected to the State WAN, access to network management information.

SCOPE

This policy applies to all city, county, local government, non profit, and quasi governmental agencies, including federal agencies, connected to the State WAN.

BACKGROUND

Many non-state entities have data networks in place and utilize management software to manage those networks. As these entities connect to the State WAN, they sometimes have an interest in accessing network management information in State owned equipment. This policy details what information will be made available, and under what conditions this will occur.

POLICY

If a non-state entity requests access to State owned equipment for the purpose of gathering network management information, their request will be granted under the following conditions:

1) Read-only SNMP access will be allowed to the WAN access device the entity is directly connected to.

2) Access will be allowed to two (2) management devices that are addressed with State of Utah IP Addresses and State DNS resolution names.

3) Access will not be allowed to other network devices.

4) There will be no write access granted.

5) To restrict the access of this information to authorized devices, ITS will build an access list to restrict the read access to only SNMP and only from the devices authorized to request this information.

With any SNMP processing there are concerns for CPU and memory overhead as well as bandwidth utilization. If ITS determines that an excessive amount of CPU is being used for SNMP processing, or a large amount of bandwidth is being utilized to read this information, corrective action will be necessary. The requesting entity will be required to either discontinue their access, limit the information they are requesting, or pay the full cost to upgrade the equipment and procure additional WAN bandwidth to meet the demand.

This service is being provided as a courtesy. Problems encountered with accessing SNMP data will be handled on a best effort basis and not be considered as a high priority operational issue.